

Eurostar Service Quality Performance Report

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1) Travel Information and Ticket Sales

Before Travel

Customers can request a copy of our conditions of carriage from the Traveller Care Team or find them on eurostar.com.

Our train timetables are always available via eurostar.com.

Information on ticket prices and conditions are always available via eurostar.com, and can also be obtained from our ticket offices and contact centres, details of which can be found at the bottom of this document.

Information on accessibility, access conditions and availability of on-board facilities for disabled people and people with reduced mobility is available on request from all ticket offices and via eurostar.com.

Information on accessibility and access conditions for bicycles is available via eurostar.com.

Information about incidents which cause significant disruption (i.e. delays of more than 60 minutes to more than one service) is available on eurostar.com.

When services are severely disrupted, we will aim to issue information through travel bulletins on local radio and television, and also through social media such as Twitter. Customers can also opt-in (at the time of booking) to receive text messages informing them about possible delays, prior to their arrival at the departure station. In the event of a delay in which customers are eligible for compensation, this system is also used to inform customers about who they need to contact to receive this.

Information about our travel classes and availability of on-board services is available via eurostar.com.

To find out about procedures for reclaiming lost luggage customers can visit eurostar.com or contact the station where the item was last seen or from which the train departed.

During the journey

All our trains have clear signage above the internal doors at the end of each coach, giving information about the location and availability of on-board toilets and the bar-buffet. Customers can also ask any Eurostar staff member on board for this information.

Information regarding the next station will be announced on-board by our Train Managers.

In the case of delays the Train Manager on board will announce information at appropriate intervals.

The Train Manager on board will also make announcements about main connecting services.

Safety guideline leaflets can be found on board next to each luggage rack section, and the Train Manager will also make announcements shortly before departing from Paris, Brussels and London. Further announcements are made shortly after departure from our intermediate stations before entering the Channel Tunnel. Train Managers can also be contacted at all times via staff at the bar-buffet.

Tickets

Buying tickets

Customers can buy tickets for travel in advance or on the day of travel by visiting eurostar.com, by calling one of our contact centres, or by visiting one of our ticket offices in person.

Ticket Refunds

Refunds of unused tickets are made through the original point of sale, provided the ticket purchased is refundable. Therefore if the customer bought the ticket on eurostar.com and it is refundable, it will be refunded via eurostar.com.

If the customer has already taken part of your ticketed journey and is requesting a refund as a result of a delay, the refund is made by our Traveller Care Team. Such refunds will be made within one month.

If, before departure, it is reasonably expected that there will be a delay of more than 60 minutes on the Eurostar service, customers will be entitled to either a full refund or to postpone their journey to a later date. To claim the refund or change the booking customers simply need to contact our call centre with details of the original ticket.

2. Punctuality and Cancellations

At Eurostar we set ourselves high standards of train punctuality and make every effort to get passengers to their destination on time. Our target is to ensure:

84% of trains arrive within 5 minutes of their scheduled arrival time
94% of trains arrive within 15 minutes of their scheduled arrival time

There are occasions, usually outside of our control, where trains may be delayed or disrupted. When this is the case, this is how we will help customers:

Delays of 30 – 60 minutes affecting more than one service:

Updated announcements will be made within the station every 10 minutes.

Updated announcements will be made on board the affected trains at appropriate intervals (usually every 10 minutes for the first 30 minutes and at least every 15 minutes thereafter).

Information about connections and onward travel will be available from the Train Manager.

Delays in excess of 60 minutes affecting more than one service

Updated announcements will be made within the station every 10 minutes.

Updated announcements will be made on board the affected trains at appropriate intervals (usually every 10 minutes for the first 30 minutes and at least every 15 minutes thereafter).

Information and help regarding connections and onward travel will be available from the Train Manager.

The Train Manager will make an announcement regarding the reason for the delay, the effect on arrival times and the level of compensation applicable.

Regular announcements about delay compensation will be made on board the affected trains.

We will make every effort to give customers refreshments appropriate to the location and duration of the delay.

Where possible, passengers will be assisted with rebooking onward connections.

Where possible, taxis will be made available to customers when the delay occurs late at night and public transport is unavailable.

Subject to availability we will book hotels for customers who cannot reach their onward connection or final destination on the same day and are unable to make their own arrangements.

Delays in excess of 60 minutes affecting the majority of services

When major disruptions occur we will do our best to help our travellers with onward connections, refreshments, hotels and taxis. As well as the usual communication channels we will also provide further information through the local press and eurostar.com so customers can decide whether they still wish to continue their journey as booked.

Delay Compensation Policy

For most delays to Eurostar services we will make the following compensation available to customers:

Delays of 60-119 minutes - We offer a complimentary one-way journey in the same class of travel, or a 50% discount off a future return trip in the same class of travel. Alternatively, customers may claim a 25% refund of the affected leg of the journey*.

Delays of 120-299 minutes - We offer customers a complimentary return journey in the same class as their original ticket. Or they may claim a 50% refund of the affected leg of the journey*.

Delays of over 300 minutes - We offer a free return journey in the same class of travel, as well as a cash refund for the delayed leg*.

** Where customers have taken a return journey we calculate the price of the affected leg by adding together the prices of the outward and return journeys and dividing by two.*

If customers choose the complimentary or discounted journey, they have one year from the date of the delay to book and travel.

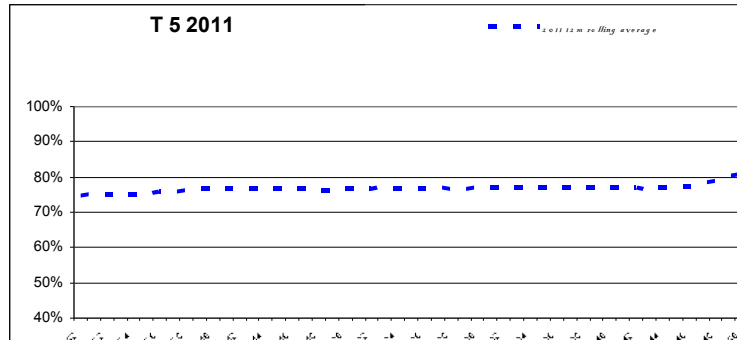
Percentage refunds will be provided by way of a Eurostar gift voucher or in cash and must be claimed within two months of the delay by contacting our Traveller Care Team with details of the original ticket.

To apply for a refund customers should contact our [Traveller Care Team](#).

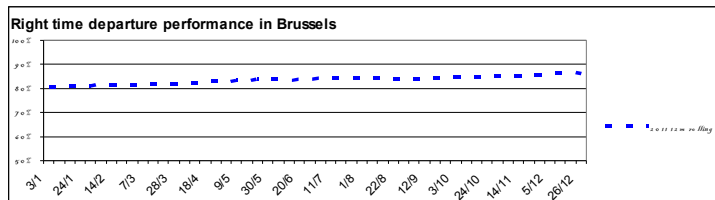
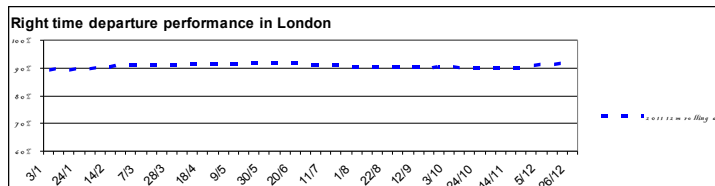
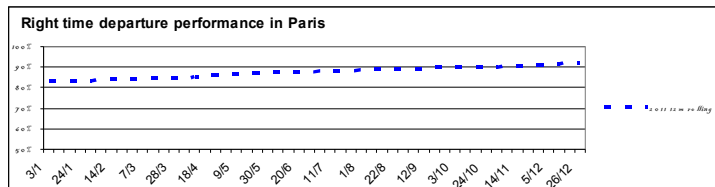
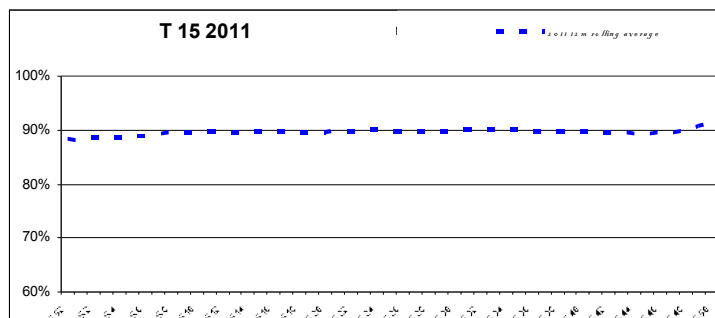
Delays caused by third parties not connected with the operation of the railway (including fatalities, vandalism, trespass, riots, war or terrorist activity), severe weather that is also affecting other modes of transport, acts of nature and fault on the part of the passenger are not eligible for compensation.

2011 punctuality performance

T-5 (% of trains that arrived within five minutes of their scheduled arrival time)



T-15 (% of trains that arrived within five minutes of their scheduled arrival time)



3. Cancellation of trains

When trains are cancelled we provide the same information and help we give to customers affected by delays. If the reason for the cancellation is within Eurostar's control the same compensation policy applies.

If a train is cancelled and as a result there will be a delay in arrival at the destination station of more than 60 minutes, customers will be entitled to either a full refund of their ticket or can postpone their journey to a later date.

4. Cleanliness

We clean our trains at their destination station after every journey and regularly carry out deep cleans when they go to one of our three depots. We conduct a minimum of 60 train cleaning audits each month.

Stations are also deep cleaned regularly and there are always cleaners present during our hours of operation to keep the station environment as clean, safe and clear of litter as possible. Each month we conduct a minimum of eight audits of our stations. All of these audits are accompanied by a representative from the cleaning supplier.

The basic principle behind the audits is that an area is assessed against a definition of 'What good looks like' and allocated a pass or fail. Appropriate weighting is applied to the scoring and any score below 90% would be considered unacceptable, except at times of major disruption. Our present target is a 95% pass rate.

Air Conditioning

All our trains are fully equipped with air-conditioning. Should this fail our Train Manager will do everything he/she can to move customers to an alternative coach.

Performance: cleaning

In Q4 2011 our customers rated the cleanliness of carriage interiors at 7.5 out of 10 (Paris route) and 7.6 out of 10 (Brussels route). The source is IPSOS customer satisfaction monitor.

4. Customer Satisfaction

A. IPSOS customer satisfaction survey

Every year we survey 28,800 of our travellers on Paris and Brussels trains, asking them to rate their satisfaction with a variety of aspects of their journey. We carefully pick trains to cover all classes of travel and times of day so we can ensure the results are as representative as possible. Each month we survey 2,400 travellers: 800 in Business Premier, 800 in Leisure Select and 800 in Standard.

This data is then carefully weighted to give us a good picture of what all our customers think about key aspects of their Eurostar experience, such as booking, check-in, terminal, lounges, on board and catering. The survey also includes key questions about things like how likely they are to recommend and use Eurostar again, and value for money.

These self-completion surveys are distributed by our research agency, IPSOS, to travellers who are willing to take part. This was previously done on paper, but is now carried out using hand held palmtop computers, which are more adaptable, in that questions can be added or deleted more easily and the data can be collated more quickly, and more environmentally friendly, in that we use far less paper.

IPSOS publishes a report of the results every month and these reports are analysed by our senior management team. In any areas where satisfaction is low this team creates and implements plans to address them. After three months, the team then looks at the customer satisfaction results again to ensure their plans are having a positive effect.

B. Fizzback

Through Fizzback, we use text messaging to and from customers' mobile phones to understand their opinion of our service. Their responses come through live on an online dashboard; this allows us to quickly identify service failures (or successes) and also gives us the facility to re-contact the customer if necessary.

We use both "pull" (where we leave the Fizzback number on posters in stations and trains and wait for customers to contact us) and "push" (where we start the conversation with the customer) to both measure and improve customer satisfaction.

Since beginning our full relationship with Fizzback in July 2011, we have received c. 33k messages from customers.

A press release explaining Fizzback's relationship with Eurostar can be found at: <http://www.fizzback.com/?p=1082>

C. Mystery Shopping

The above two surveys allow us to understand customer opinions of our service. In addition to this, we need to test compliance with our own standards. To do this, we employ mystery shoppers (from the independent research agency Maritz) to investigate the following areas:

- catering quality (in our Business Premier & Standard Premier classes)
- mobility/assistance
- lost luggage
- information provision
- cleanliness & air-conditioning
- complaints (speed of response and resolution)

5. Complaints and Compensation

Our Traveller Care Team is here to correspond with customers who are unhappy with their experience of Eurostar. Appropriate compensation will be considered on a case by case basis.

Traveller Care aims to operate to the following standards:

- Telephone calls will be answered within 60 seconds
- Letters will be replied to within 7 working days
- Emails will be replied to within 24 working hours
- We will use the customer's preferred contact method when responding to a complaint.

Information on how to submit a complaint regarding our services is available via eurostar.com.

The table on the next page shows a breakdown of all cases dealt with by our Traveller Care team in December 2011. This team also responds in cases where customers praise our service (denoted as "Positive" in the table) and also passes on suggestions for changes to services (denoted as "Neutral") as well as complaints and requests for compensation due to delays.

Comment Description	Negative	Positive	Neutral	Grand Total
15 Below	16		1	18
ABS/ADS Extra charges	3			3
Agent error	7			9
Air conditioning	5			5
Announcements	6			6
Arrivals	3			3
Assistance	16		3	19
Bar buffet	4			4
Before check-in	8			8
Belgium staff	3		1	4
Blowback	3			3
Boarding	5			5
Booking process	15			15
Business Premier	2			2
Cancellation	41			42
Check-in	25			25
Compensation	33		38	90
Core routes	10			10
Declassified train	5			5
Delay <60"	101			110
Delay >300"	34			39
Delay 120-299"	159			193
Delay 60-119"	205			240
Departure lounge	10			10
Discrepancy in message	5			6
Disruption Info	9		1	10
Disruption management	4		2	6
Does not fit any other category	8			17
Dogs on board	14			14
Doors & Steps	1			1
Double booked seats	5			5
E-mail to be re-sent				15
Eurodespatch/Esprit	6			6
Eurostar Plus Points	6			6
Finance	7		1	12
Fizzback	2			2
Food poisoning/foreign body	4			6
Food/drink availability	39			43
Food/drink quality	8			8
Food/drink quantity	7			7
Forwarding to other company	3			7
Forwarding to other E* dept	15			30
France other	3			3
France staff	3		1	4
Frequent Traveller				1
General thanks			70	70
Goodwill gesture request	2		5	35
Information (disruption)	3			3
Information (general)				1
Information/announcements	16			16
Lights	1			1
Lost property	5			5
Mobile site / app	4			5
No refunds or exchanges	26			26
No response to RFI				17
No sterling cash on board	1			1
Non-Eurostar segment	17			17
NS				1
Onboard	5			5
Orbitz issue	4			1
Other	40		4	66
Other travellers	12		2	14
Paris Refoulés	5			5
PECS	20		4	29
Power sockets	2			2
Pre-bookable taxis	1			1
Prizewinners				11
Question				48
Refund of unused tickets	18			35
Response content	17		60	79
Response to RFI	2		4	20
Response tone			9	9
Safety concern	5			6
Sales	7		5	14
Seating	8		1	9
Seats, carpets, tables	6			6
SNCF	1			2
SNCF	6			6
Social Media	1			1
Special meal	4			4
Speed of response	5		11	18
Staff	25		16	42
Staff (lounge)	1		2	3
Staff (onboard)	7		7	15
Standard	3			3
System problem	2			2
Ticket collection/printing	3			4
Ticket conditions	5			6
Ticket desk	21			21
Toilets	4			4
Transbordement	3		1	4
UK other	1		1	2
UK staff	6			6
UK TOC	2			3
Wifi	4			4
Grand Total	1199		250	1789

6. Assistance

Customers who are disabled or have reduced mobility can have the following arrangements made for them:

- Meet and greet at check-in at each station;
- Wheelchair provision (if required) to take the customer through from check-in to the train;
- Assistance through check-in, security and immigration authorities
- Help in boarding the train;
- Help in disembarking from the train;
- Assistance to the next stage of the journey, if making a connection.

In cases where the customer does not book ahead we will endeavour to do our best to assist on an ad hoc basis.